

**CITY OF FRESNO
DISABILITY ADVISORY COMMISSION
City Hall, Second Floor – City Council Chambers**

APPROVED - MINUTES OF THE OCTOBER 11, 2011 MEETING

DAC Commission Members Present: Michelle Bronson (Chair), Jenelle Pitt (Vice-Chair), Robert Hand, Joanna Pilibosian, Mary Beth Randall (arrive 10:08am)

DAC Commission Members Absent: Dorothy Young, Carlos Duarte (ex officio)

DAC Secretary: Shannon M. Simonelli, ADA Coordinator

Vice Chair Bronson called the meeting to order at 10:05 am.

Call to Order

Call to Order and self introductions were made.

Approval of the Minutes of September 20, 2011

The minutes of the September minutes were accepted by motion of Member Hand, seconded by Member Pitt.

Member Reports and Comments

Chair Bronson noted that last Thursday, October 6, 2011 during the City of Fresno Council meeting the Disability Advisory Commission recognized Bud Breslin, Executive Director of the Valley Center for the Blind, as the Individual Achievement Award recipient, and Snacks to You as the Organizational Achievement Award recipient. Chair Bronson shared that it was a positive experience and she was glad to see DAC member Randall in attendance. At the same council meeting October was proclaimed by the mayor as Disability Awareness month, which an important opportunity to represent the abilities of people with disabilities, rather than focus on what an individual cannot do.

Chair Bronson shared that the Deaf and Hard of Hearing Service Center's annual Valley Deaf Festival will be held on November 19, 2011 at the Clovis Veteran's Memorial Building, inviting all to attend. The admission cost is \$5 and the theme is Pirates.

Secretary's Report

Secretary Simonelli noted that the previously scheduled meeting for October 18 has been cancelled and was replaced by the current meeting, November there will be no DAC meeting, and in December the meeting will be on the 20th. During 2012 meetings will be held on the second Tuesday of each month from 10am – 1130am in the City Hall Council Chambers with no meetings in July or November.

Department of Transportation Caltrans will be hosting a Diversity & Disability Awareness event on November 10, 2011, 11am -1pm in the Manchester Mall in the old Gottchalks building. Anyone interesting in more information can contact Bianca Gunn at 559-444-2419 or via email at Bianca_Gunn@dot.ca.gov

Chair Bronson noted that the Caltrans event is a wonderful event full of diversity and encouraged all to attend.

Unscheduled Communication

No unscheduled communication

Presentation: Certificate of Recognition for City of Fresno Public Works Street Maintenance Concrete Crews from Valley Center for the Blind

Valley Center for the Blind board member Steven Frazier presented the City of Fresno Public Works Street Maintenance Concrete Crews from Valley Center for the Blind with a certificate of recognition for installing curb cuts. Martha Espidia translated the message of appreciate into Spanish.

The certificate was received by City of Fresno Public Works Managers Brian Russell, Bret Connor, Scott Krauter and several members of the street maintenance concrete crews.

Presentation: White Cane Awareness

Steven Frazier presented that Valley Center for the Blind will be hosting a White Cane Awareness Event on October 22, 2011 at Riverpark Shopping Center in front

of the Old Navy Store. There will be many events for children, a bike raffle, fingerprinting for children, crafts & food booths, a bubblegum train, an airplane carousel, booths from the California Council for the blind. The purpose of the event is to encourage awareness of the presence of blind individuals within the community so that when a person sees an individual with a white cane when driving they will slow down and proceed with caution so as to contribute to the independence of blind individuals.

Member Hand asked if email notices will be sent out regarding the event. Mr. Frazier indicated that yes, email notices will be distributed and the Valley Center for the Blind is working toward greater exposure including PSAs on the radio.

Chair Bronson thanked Mr. Frazier for the recognition of the City of Fresno Concrete Crews and sharing information about the White Cane Awareness event.

Presentation: FAX Complaint Process

Anthony Cody of Fresno Area Express (FAX) presented about the FAX complaint process. They noted that there are 6 access points in the complain process: Phone, mail, email, in person, on Handy Ride, and Online. Mr. Cody noted that the ATU MOU requires Handy Ride busses to carry complaint forms.

Member Hand noted that previously there has been concern expressed to DAC regarding the lack of complaint forms on the handy ride busses.

Mr. Cody replied that within the last two weeks he has met with the vendors to address this issue and has done some spot checks to confirm the presence of complaint forms. In some instances he found there were few forms available and advised that they provide more forms on an ongoing basis so as to easily and readily provide access.

Mr. Cody continued to explain that the complaint process three primary parts: Phone call, Inquiry, and Formal Complaints. Phone calls are received at the One Call Center, FAX Administration, or at the Manchester Transit Center; the intent is to resolve any concerns, most of these are primarily misunderstandings or explanations of rules, regulations or processes. If unresolved it will go to the Inquiry process, during which the complainant is sent a formal complaint form and the inquiry is documented informally. Once the document is received the

formal complaint process begins. The information is logged, the complainant's identity is kept anonymous, and the supervisor has 10 days to serve complaint to the drover and within 20 days the complainant will be contacted with an outcome letter. 60 days after the initial formal complaint FAX sends a follow up to citizens.

Cody shared data comparing the last six months to the same time period in 2010. Overall it indicated that there are more complaints this year for both handy Rida and fixed route services. Vice Chair Pitt asked what are the primary complaints are regarding. Cody responded that he does not currently have that data but it can be provided at future DAC meetings. Mr. Cody indicated that they are working on streamlining the complaint processes.

Unrelated to the complaint process, Mr. Cody shared that FAX is in the process of remodeling a building at Gettysburg/Blackstone to house the paratransit center, which is currently located within the Fresno Municipal yard. This will allow the staff to be on site with their vendors, which will allow for greater monitoring of the drivers as well as providing a more centrally located office for the recertification process. This will be a savings of about \$8000 per month and they anticipate that this will be open and operational December 1, 2011.

Chair Bronson asked for clarification on the acronym ATU. Mr. Cody responded that it is Amalgamated Transit Union, the bus drivers' union. Chair Bronson thanked Mr. Cody for his time. Member Hand suggested that Mr. Cody presents again in January to look at the full year's number and get answers to questions that were posed during this meeting; Mr. Cody agreed.

Chair Bronson opened the floor to the public for comments and questions.

Steven Frazier asked if the complaint forms available online are accessible to the blind community and able to be read by screen readers. Mr. Cody indicated that he is not sure to what extent the online documents are accessible, however that the forms can be emailed if necessary. Mr. Cody emphasized that even though forms are available online, the signature of the complainant is still necessary.

Member Hand noted that over time the commission will be looking at the City of Fresno's website for accessibility.

Presentation: Public Meeting to Assist the Office of Emergency Services

Secretary Simonelli shared that the DAC will be holding a Public Meeting related to Inclusive Emergency Management for the whole community in conjunction with the Office of Emergency Services on Monday, October 17, 1pm – 3pm at the Deaf and Hard of Hearing Service Center at 5340 N. Fresno St, Fresno CA 93710.

Recently the Office of Emergency Services, two of DAC members and Secretary Simonelli had the opportunity to attend a FEMA conference on Inclusive Emergency management so this meeting will be to present and solicit community input on some of the ideas that were brought back from this conference which the Office of Emergency Services hopes to integrate into the emergency services plan.

The meeting room is physically accessible and other accommodation requests they should be directed to Secretary Simonelli at 559-621-8716 or via email at Shannon.Simonelli@fresno.gov.

Member Hand asked if this was posted on the website. Secretary Simonelli responded that it is posted on the website, on the board outside of Council Chambers, outside in front of City Hall, and in the front and back of the current meeting room.

Member Randall expressed that this meeting will be helpful and asked that community members come and provide input to the Office of Emergency Services.

Adjournment

There being no further business before the Commission, the meeting was adjourned at 10:50am.